

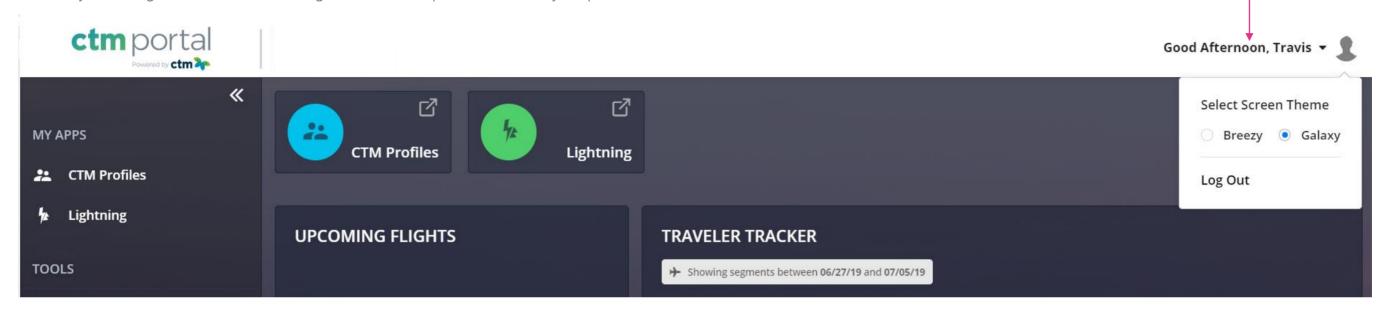


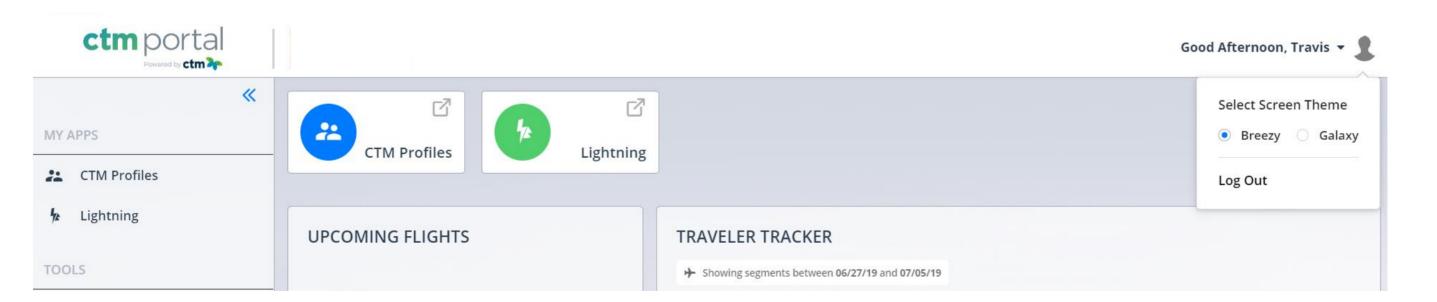
Welcome to Portal

CTM Portal offers two distinctive views to customize your user experience.

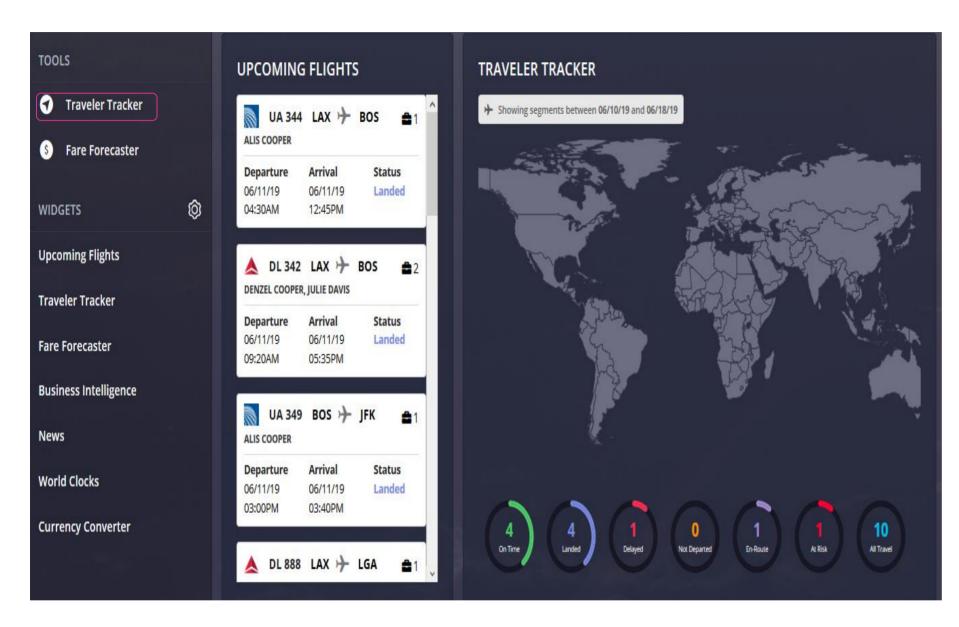
- > Galaxy (Default View): Dark Background and White Text
- > Breezy: White Background and Gray Text

To set your background, click the Greeting to see theme options and select your preferred theme.





Traveler Tracker



Travel Arrangers

Traveler Arrangers can search, view, and communicate with travelers from within their company.

- ➤ To locate a traveler filter by location, traveler name &/or date range.
- Travelers are plotted on the map via geo location by travel sector. i.e. Flight is airport, hotel is hotel address.
- Traveler Tracker uses a technique called 'clustering' to allows users to view multiple people at the same location at the same time. i.e. Kennedy Airport.
- > Arrangers can view the traveler's full itinerary details.
- > Travel date range can be extended up to 30 days before and 30 days after the current date.

NOTE: The default date range list of travelers is the next 7 days.

Travelers

Travelers can search and view their own past date or upcoming travel.

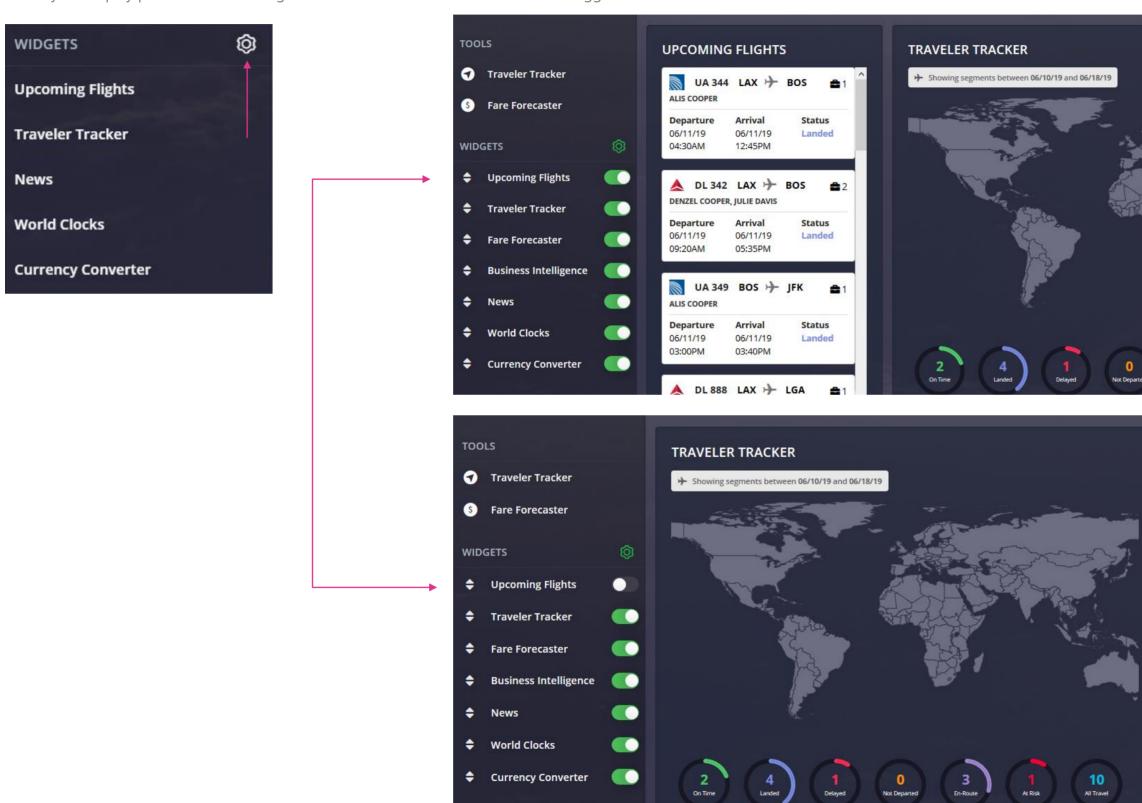
- ➤ To locate a trip filter by location, &/or date range.
- ➤ Travel is plotted on the map via geo location by travel sector. i.e. Flight is airport, hotel is hotel address.
- ➤ Travel date range can be extended up to 30 days before and 30 days after the current date.

NOTE: The default date range list of travelers is the next 7 days.

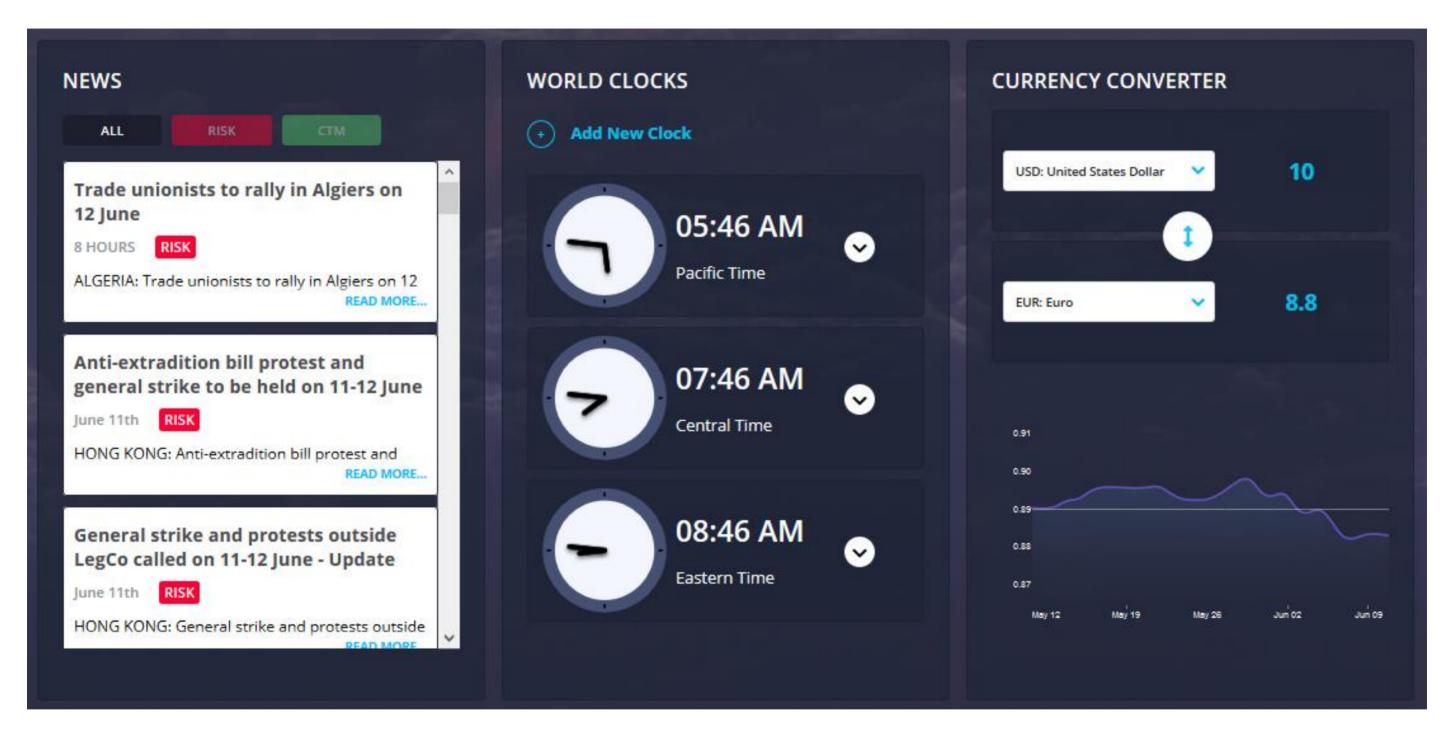
Manage your Widgets

Portal's Widget display can be customized to show or hide by default in the dashboard. (Widgets will remain displayed in the navigation menu for user access.)

To set your display preference click the gear next to WIDGETS to see the available toggles.



Additional Widgets



NEWS

View global news that may impact the upcoming travel. View all news listed by date/time from most recent or filter by RISK or CTM.

RISK: Alerts that have been identified as a potential security or safety hazard.

CTM: Weather alerts or general news that could potentially impact travel.

WORLD CLOCKS

Add clocks in multiple time zones, to help plan arrival and departures, as well as meeting times for calls or events with attendees in various regions.

CURRENCY CONVERTER

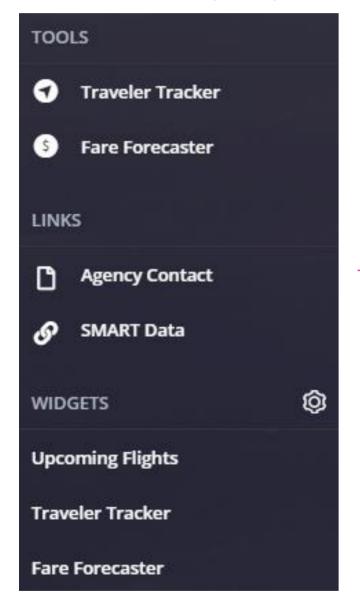
Easily view the current currency conversions and recent exchange trends

Company Documents & Links

View customized documents and links that you may find helpful when planning travel.

Some links may require you to be logged in to your corporate intranet to be able to access the content. When selecting a document to view a PDF version will be downloaded and can be saved for offline access.

To book travel directly with your CTM Travel Team or for assistance





The following information will assist when booking travel with Corporate Travel Management.			
TRAVEL TEAM			
	YOUR CTM TEAM		PRIMARY AGENT
Phone		Name	
Outside USA		Phone	
Email		Email	
	OPERATIONS MANAGER		ACCOUNT MANAGER
Name		Name	
Phone		Phone	
Email		Email	
	HOURS OF OPERATION		EMERGENCY / AFTER-HOURS
Monday – Friday 6:00am – 6:00pm PST			Your Travel Team numbers will pass-through to the after-hours service. Emergency After Hours direct phone number is 1-877-208-1396.
ONLINE RESOURCES			
Support	na_online@travelctm.com	Website	http://us.travelctm.com

NORTH AMERICA | AUSTRALIA | ASIA | EUROPE us.travelctm.com

Logging in to Lightning via SMART Portal

Login into the CTM SMART Portal page via URL https://us.ctmsmart.com; click on the CTM Profiles tile to access your traveler profile. Prior to booking your first trip in Lightning, please login to CTM Profiles and update your personal and travel information.



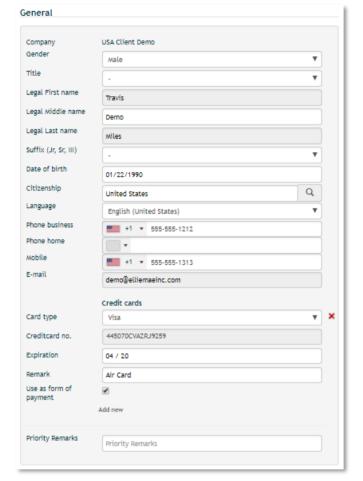


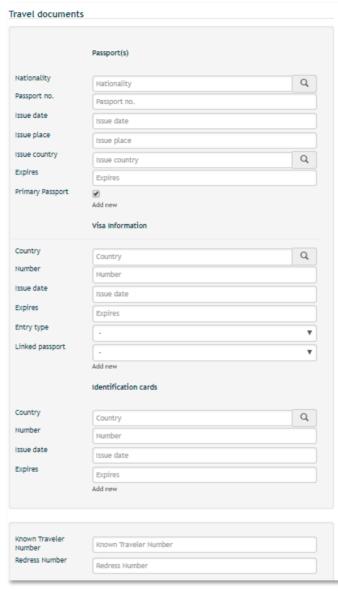
Travel Profile Privacy Policy

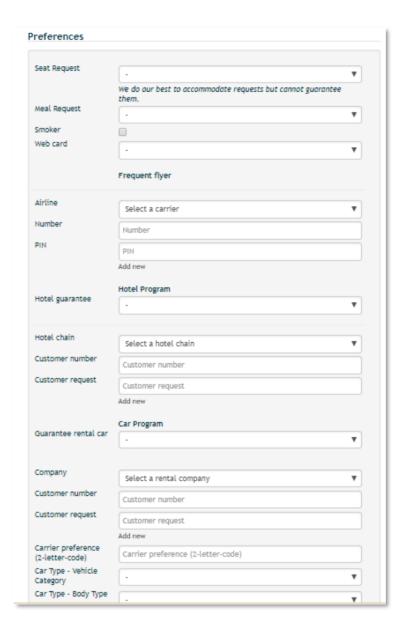


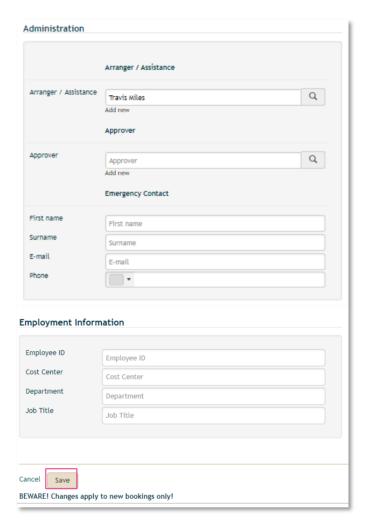
Travel Profile Update

Please review and complete the sections below:







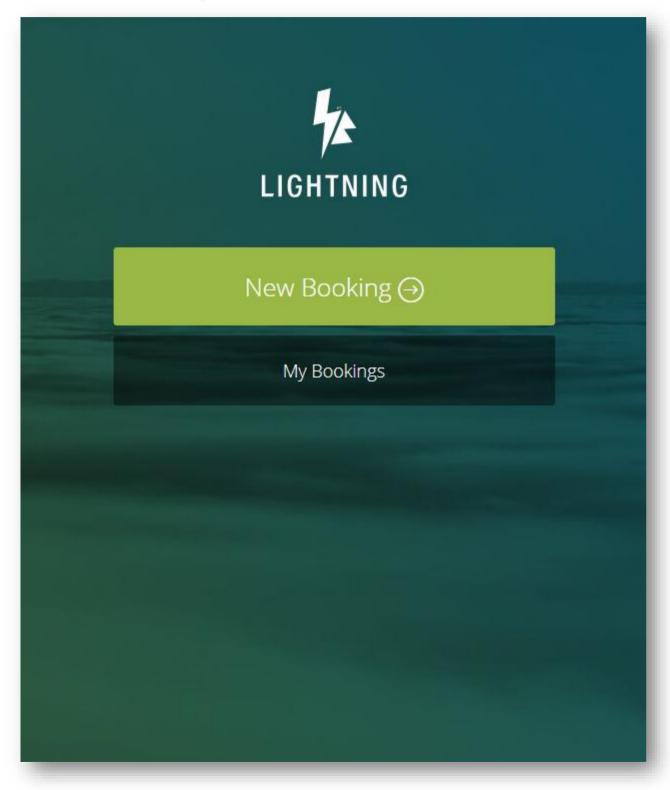


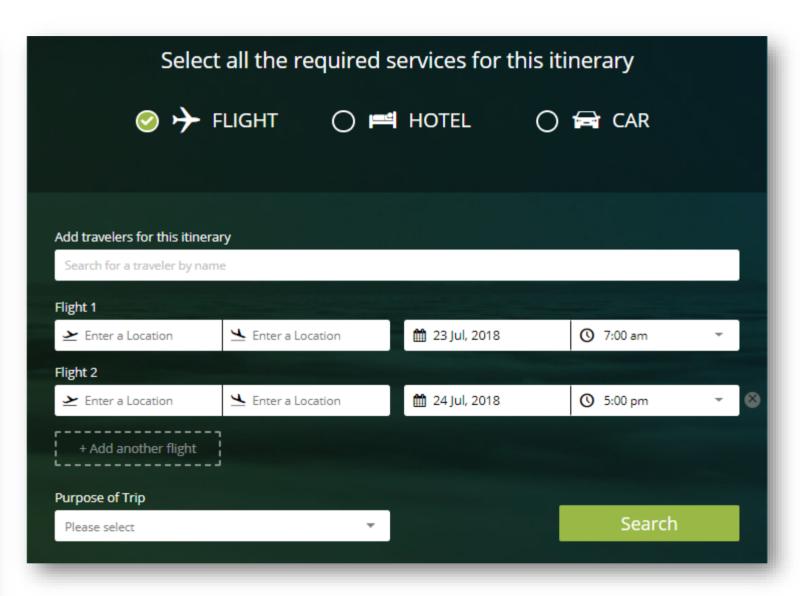
SAVING PROFILE CHANGES AND BOOKING TRAVEL ON LIGHTNING

- * When editing the Traveler Profile make sure to click Save, on each updated page, before selecting another section.
- ** If the profile requires any updates to an un-Editable field, please email CTM Online Support, for assistance.
- *** After the Traveler Profile has been reviewed and updated, as needed please close the CTM Profile browser tab to return to the CTM SMART Portal.
- **** To book travel click the **Lightning** tab to open the online booking tool.

Booking Travel

Select New Booking





Tick **Flight, Hotel,** and **Car** at the top of the screen as required and add the travelers, destination and times.

If applicable, enter 'Purpose of Trip' from the drop-down menu.

Click Search

Flights: Availability

DELTA · DL1540

7:00 am

AMERICAN AIRLINES · AA6061

6,691 **I**≜ Sort Most Direct •• Cheapest Arrival Time Shortest 11:59 pm Earliest Departure Flights can be filtered by time of day, or the entire day can be displayed. Earliest Arrival I Sort ▼ Filter ▼ View cheapest fares All prices shown in USD i Premium Economy Economy Economy Business Flexi No Baggage Restricted Economy Main Cabin Main Cabin Flexi Basic Economy Delta Comfort+ LAX la 9+ **1** 9+ h 9+ **№** 9+ 2h, 25m N/A 7:00 am 8:25 am

68usp

1 fare only

N/A

LAX

8:46 am

2h, 46m

Nonstop

Additional Filters:

Price (USD)

Sort Options:

× Clear filter

1 stop

3 stops

Airlines

2 stops

First

First Class

₽8

220 usp + 1 other fare

N/A

Preferred Show trip details & all 6 fares *

Flagship Business

67

235_{USD}

+ 1 other fare

Show trip details & all 4 fares *

*A pop-up box may appear if an out of policy is fare is chosen. A reason for the out of policy fare selected needs to be nominated before continuing.

88usp

1 fare only

Main Cabin

l= 2

173_{USD}

1 fare only

367_{USD}

1 fare only

Main Cabin Flexible

№ 9+

364_{USD}

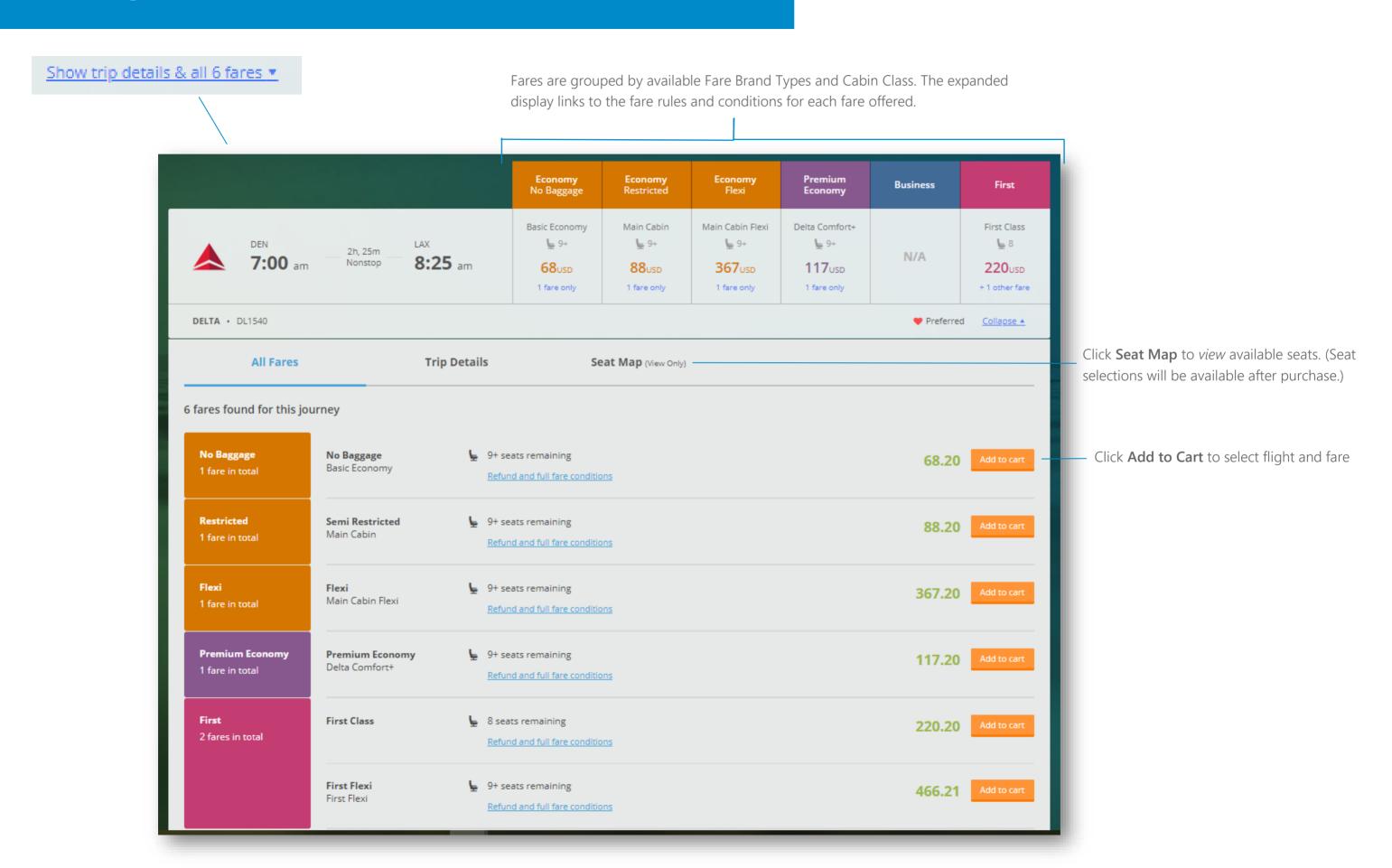
1 fare only

117_{USD}

1 fare only

N/A

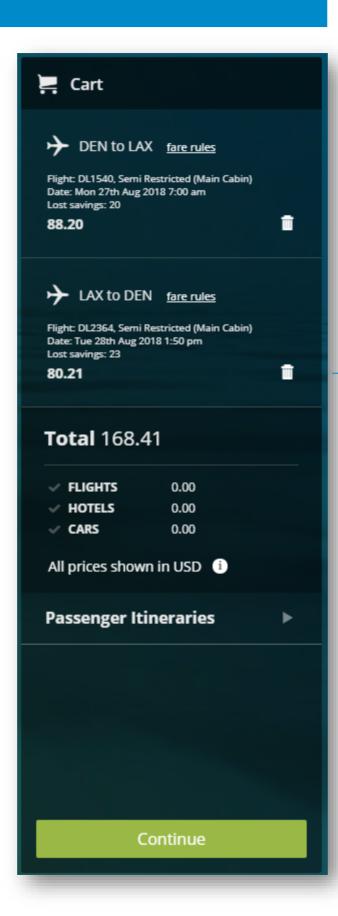
Flights: Expanded View



Flights: Cart

The flights selected will appear in the itinerary summary on the right-hand side of the page.

The shopping cart will update the total price of the flights, hotel and car selected.

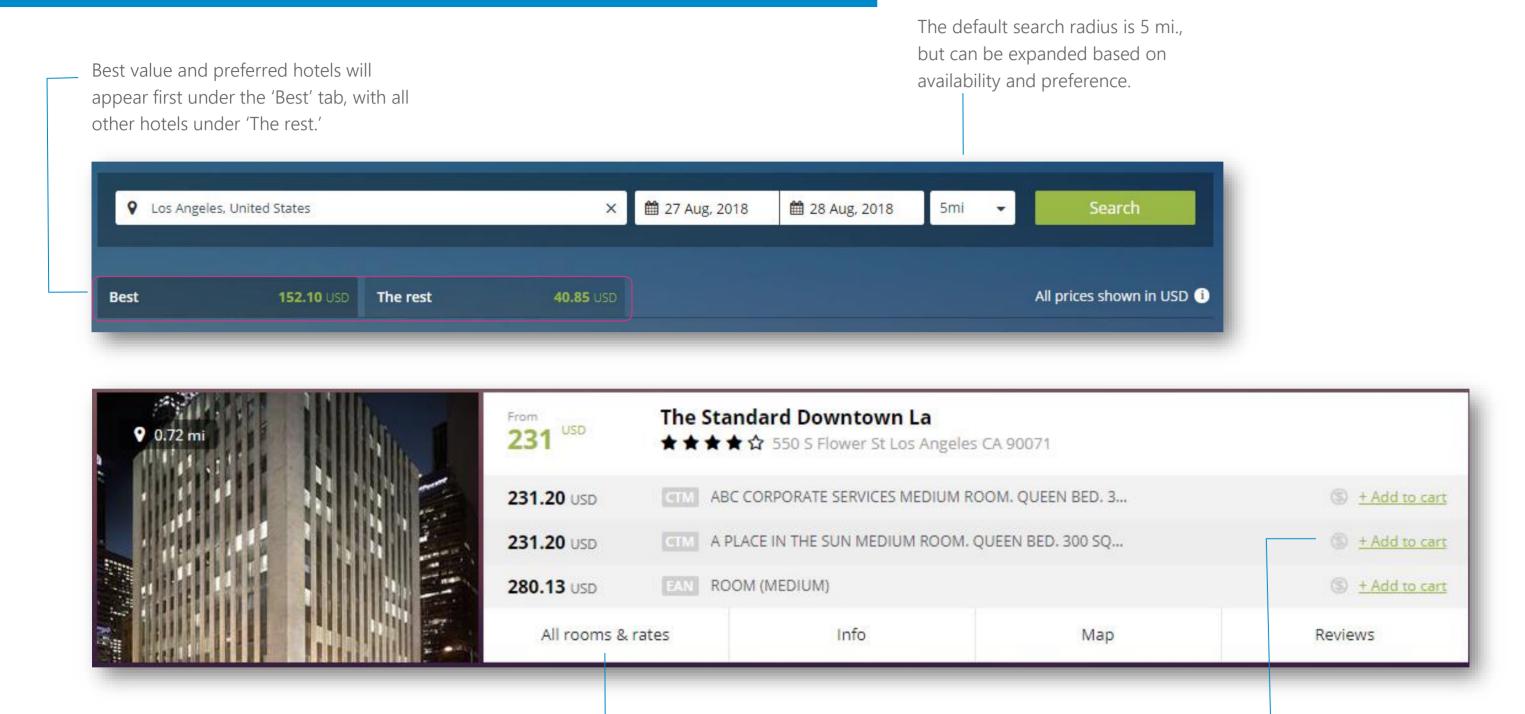


Once a flight has been selected, all other flight options will disappear.

To re-display the other flights options, click the trash can icon for that flight.

Click the **Continue**button to move to the
next step

Hotels: Availability



To see the full list of rooms and rates for each property, please click on 'Rooms' or 'All rooms & rates' buttons

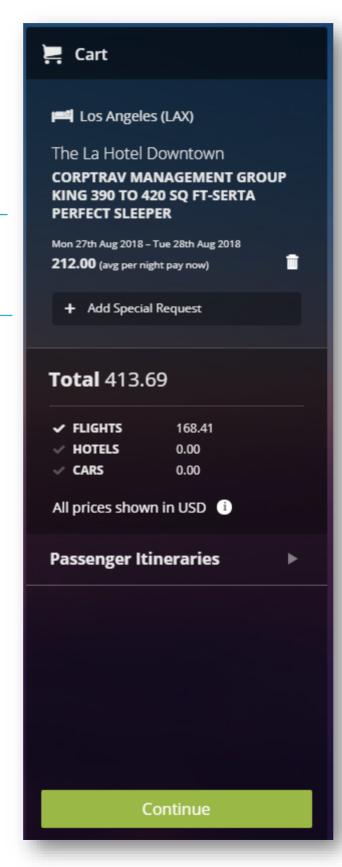
To view the cancellation policy for each rate, hover over the:

^{*} A pop-up box may appear requesting a reason be given for the rate selected if the rate chosen is out of policy. Simply enter a reason why the hotel has been selected.

Hotels: Cart

The hotel option selected will appear in the shopping cart, located on right hand side of the page.

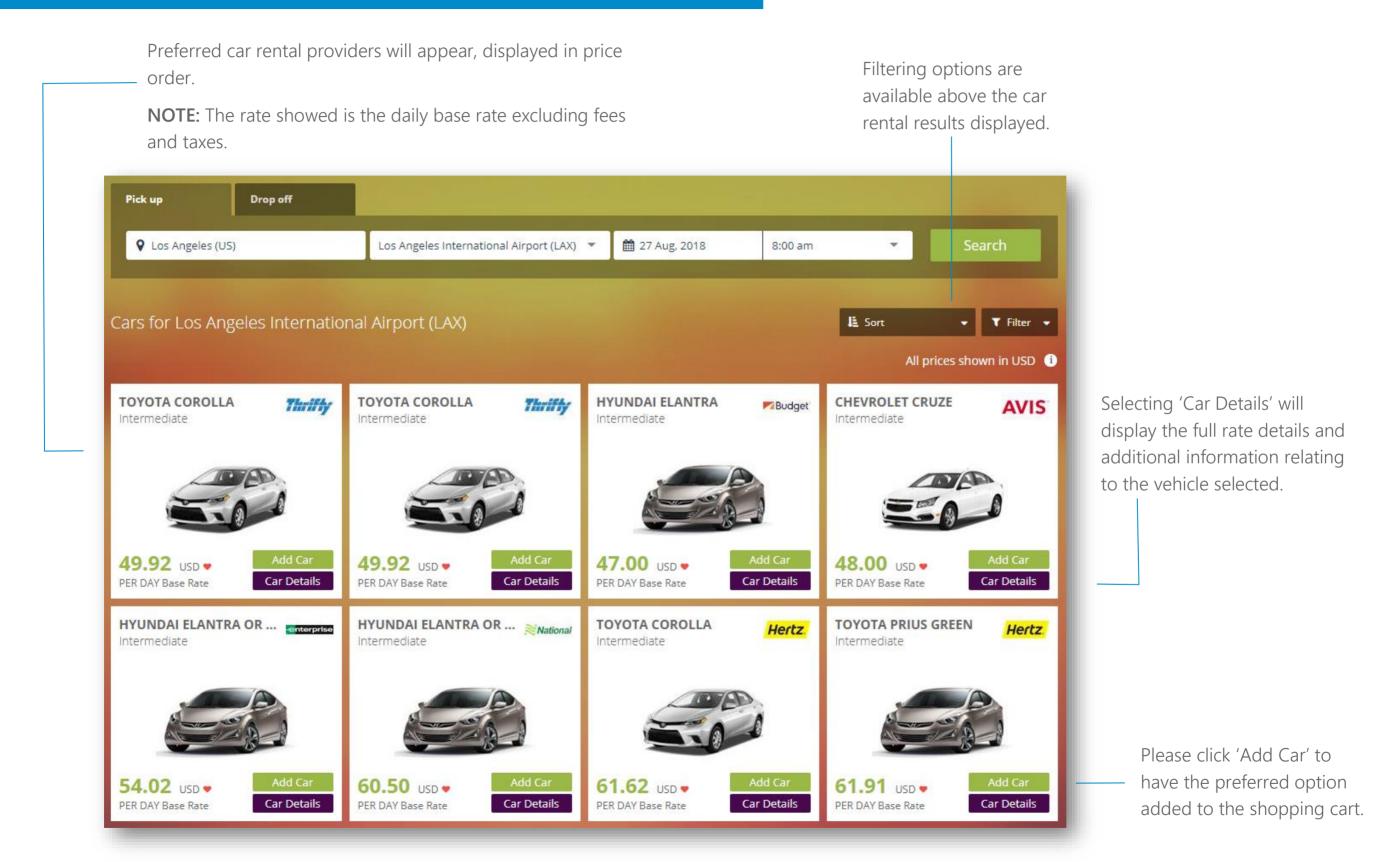
Once a hotel has been added in to the shopping cart, a note to the hotel can also be sent via the special request field.



If an alternative hotel or rate is preferred, please click the trash icon in the shopping card to redisplay the hotel options and then reselect the required hotel.

Click the **Continue** button to move to the next step.

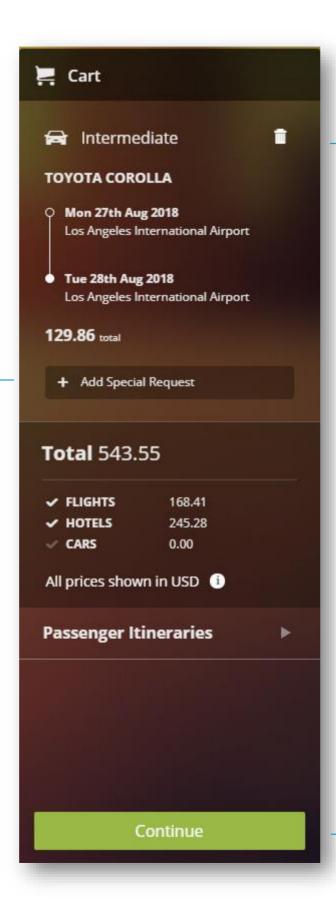
Cars: Availability



^{*} A pop-up box may appear requesting a reason be given for the rate selected, if the rate chosen is out of policy. Simply enter a reason why the car has been selected.

Cars: Cart

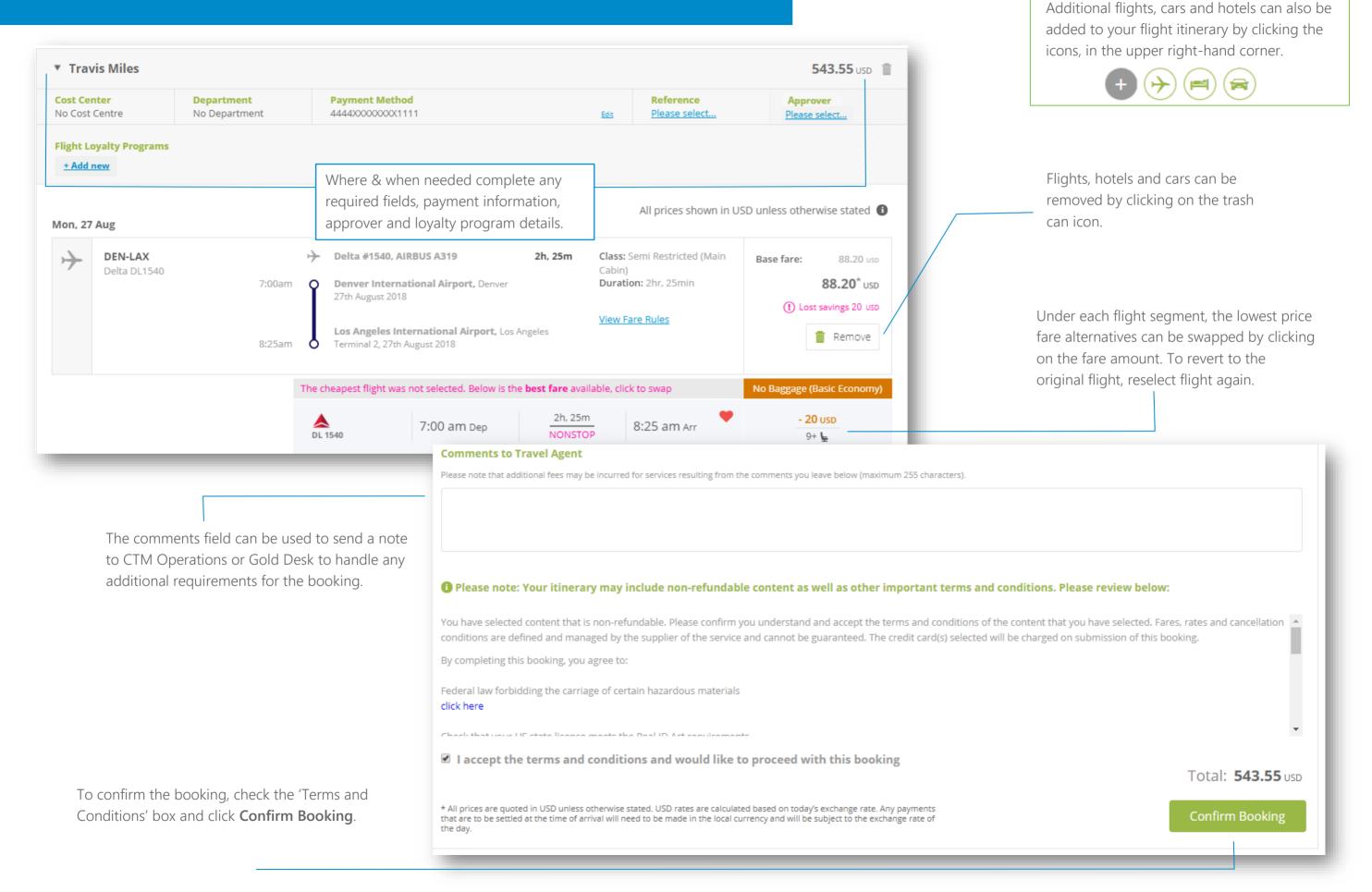
Once a car has been added in to the shopping cart, a note to the vendor can also be sent via the special request field.



To select another car option, please click the trash can icon and reselect the car rate as required.

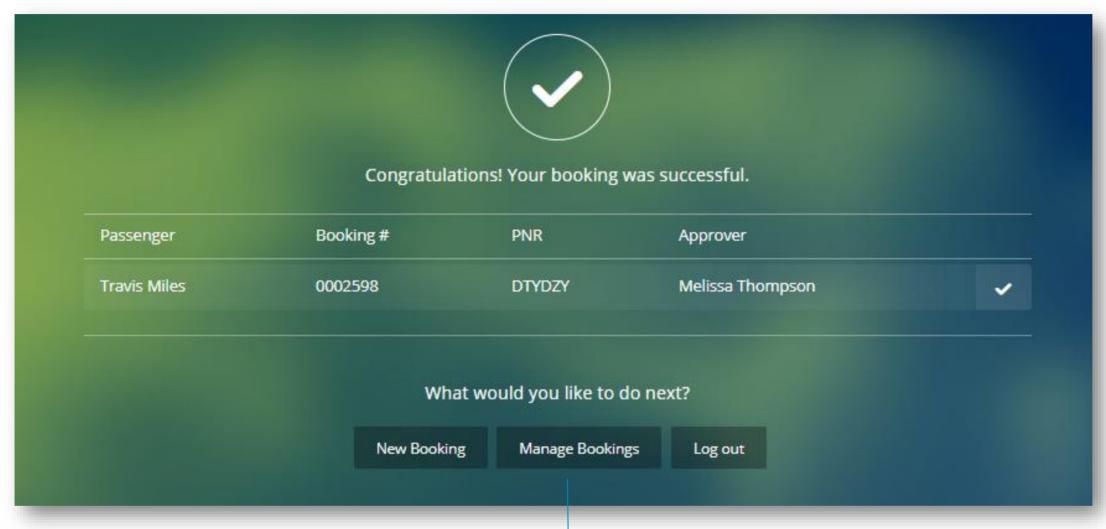
Click the **Continue**button to move to the
next step.

Booking Confirmation



NOTE:

Completed Bookings

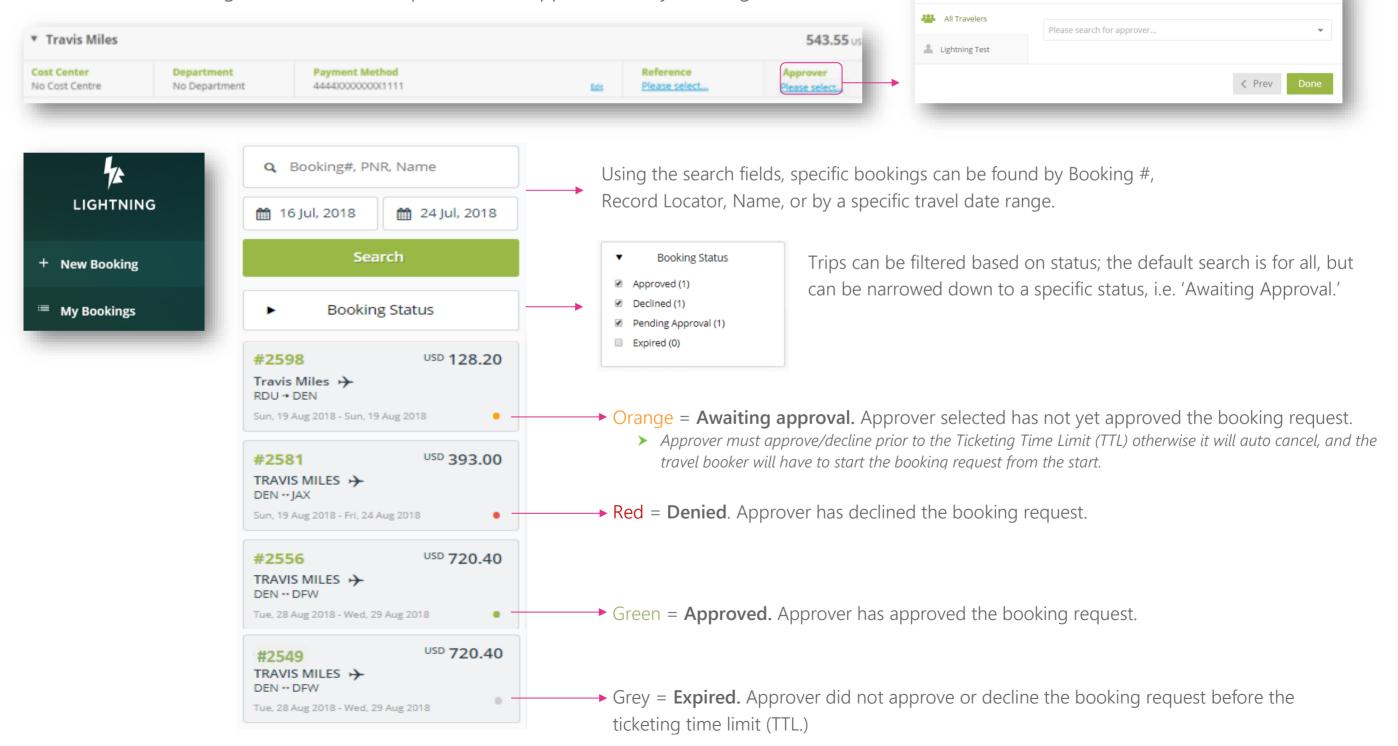


To check your approval status, view your booking and/or book your seats click **Manage Bookings**, otherwise **Log Out** or create a **New Booking**, as needed.

*You can also manage your bookings by clicking My Bookings from the Lightning landing page, after logging in to the site from the SMART Portal.

Trip Status and Approvals

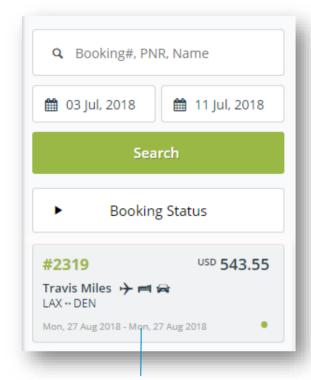
- > On the Confirmation Page, the use will be required to select their assigned Regional GM, as their Approver.
 - o If you are unsure of your region or approver, please consult with your manager.
- > The selected Approver must approve the itinerary from the email they receive, prior to ticketing.
- > Upon approval, the itinerary will be ticketed, and the confirmation email will be sent.
- Travelers and arrangers can track the trip status and approval in 'My Bookings.'



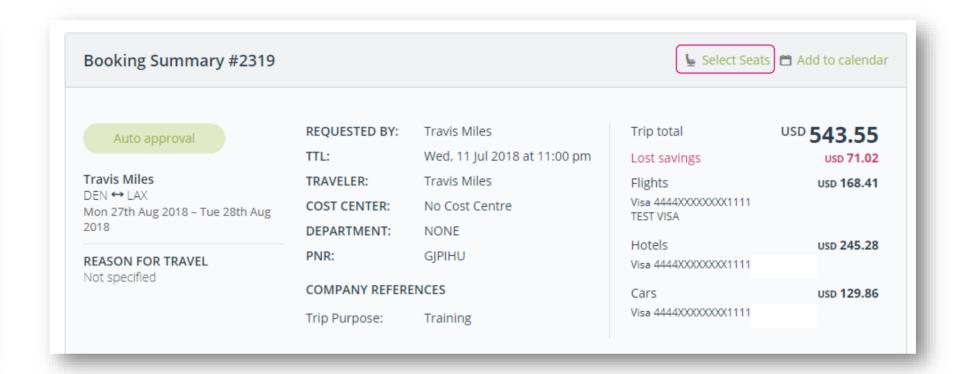
Select Approver

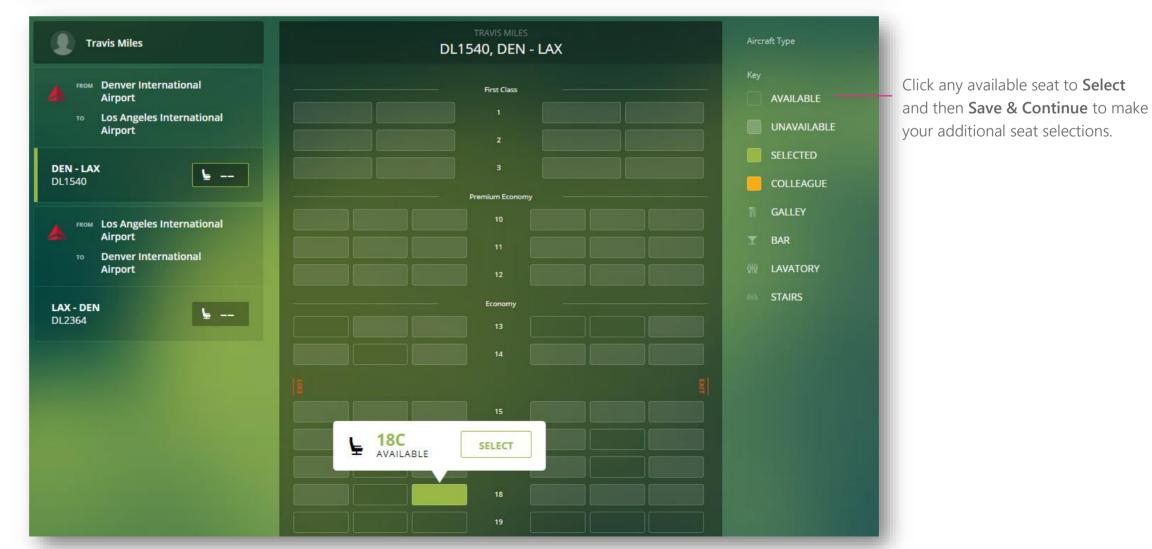
*** Confidential and proprietary information for CTM & Client Use Only ***

Select Seats



Select trip, from trip list to open itinerary and then click **Select Seats**, on the **Booking Summary** page.





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For additional information or assistance please contact Online Technical Support at 1-877-208-1396, or email at na online@travelctm.com.

